Resolve Login Issues

With RiskVision version 9.5 and above, beyond Apache Web Server version 2.4.39, some users have been unable to log in using SAML and receive the following error message: **HTTP Status 403 – Forbidden**. In order to resolve this issue, users must follow the steps below:

To fix SAML login issues:

1. Navigate to the **\apache2\conf\extra** folder and open the **httpd-ssl-saml.conf** file.

2. Comment the following lines:

   - `ProxyPass /spc ajp://localhost:8009/spc`

   - `ProxyPassReverse /spc ajp://localhost:8009/spc`

3. Save your changes.

4. Restart the RiskVision Apache service and try again.

If the above steps do not work, contact resolver support.